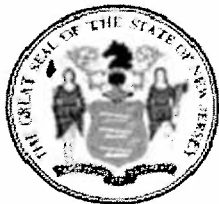


# NEW JERSEY DIVISION OF RATE COUNSEL

## NOTICE OF VACANCY



### TECHNICAL SUPPORT SPECIALIST 2

**SALARY RANGE:** \$ 49,263.43 - \$ 69,662.11 (P20)

**WORKWEEK:** 35 hr workweek

**POSTING PERIOD FROM:** October 6, 2015

**TO:** October 20, 2015

**OPEN TO:** ☐ Unit Scope: ☐ Division Wide  
☐ Department Wide (open to Treasury employees)  
☒ State Wide (all Departments/State employees)

**DIVISION/LOCATION:**  
Division of Rate Counsel  
140 East Front Street  
Trenton, New Jersey

#### **JOB DESCRIPTION:**

Under supervision within the Division of Rate Counsel, consults with network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space or direct access storage devices; provides hardware and software to end users; installs, configures and sets up printers and workstations; installs software programs; troubleshoots application errors; identifies inefficient production processes and programs and assists in increasing their efficiency through the use of streaming techniques and in-house productivity aids; answers inquiries from system users; explains systems functions and provides technical assistance in the use and application of system features; prepares clear, accurate, and concise technical reports; assists with maintaining division equipment, such as fax machines, shredder, mail machine and copiers and ensures all are in good working condition and readily accessible for use; performs general office duties including file room configuration, organization of supply room, inventory, deliveries, and maintenance of Division equipment on an as needed basis; does other job related duties upon request.

#### **REQUIREMENTS:**

**Education:** Graduation from an accredited college or university with an Associate's degree in Data Processing.

**Experience:** Two (2) years of experience in transcribing or typing legal dictation or documents.

Two (2) years of experience in one or more of the following: 1) data processing systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi-program or client/server computer systems; 4) the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or 5) Help Desk; one (1) year of which shall have been in the technical support area solving user problems in a help desk or related environment or using productivity aids and job control languages.

**NOTE:** A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.

**NOTE:** A Bachelor's or Master's degree in Data Processing may be substituted for one (1) year of experience.

#### **SPECIAL NOTE:**

Experience in the study of work methods and processes, the analysis of varied types of data, the design and preparation of systems and programs, the operation of multi-programming or client/server computer systems and work in the data processing support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.

**NOTE:** Any formal data processing training by any organization may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits. The Civil Service Commission will review the course content and all other factors involved, and make a determination.

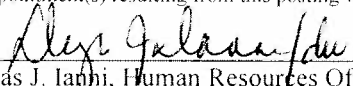
If you qualify and are interested, please submit your resume, cover letter and Application for Employment, by email only. All submissions must be received by 5:00 pm (close of business) on the last day of the posting period.

Department of the Treasury  
Division of Administration/Human Resources  
Employment Recruiter  
Email address: [EmploymentRecruiter@treas.nj.gov](mailto:EmploymentRecruiter@treas.nj.gov)  
(subject line: TECH SUPP SPEC 2)

To obtain an Application for Employment, go to: <http://www.nj.gov/treasury/administration/pdf/hr-application.doc>. Your application *must* be completed in detail, including names and phone numbers of supervisors, dates of all employment and the reason for leaving. Be sure to answer all questions. In addition, please include (3) business references on your application.

**THIS IS NOT A PROMOTIONAL ANNOUNCEMENT.** Appointment(s) resulting from this posting will be in accordance with Civil Service Commission rules and regulations.

**JOB POSTING AUTHORIZED BY:**

  
Douglas J. Iacchi, Human Resources Officer  
*The State of New Jersey is an Equal Opportunity Employer*